



## Planning and Development Services

### Inspection FAQ's

#### When do I call for an inspection?

Calling for inspections occurs at the different stages of a project. For example excavation and layout would be called for before pouring concrete. If you are unsure of when to call, please contact our office at (520) 791-5550 and speak to a commercial or residential plans examiner or the inspections supervisor.

#### How do I schedule an inspection?

Call (520) 740-6970 and the IVR system will guide you through the steps. Once you become familiar with the system, you can fast track through the menu options. In order to use the system, you need to have your 10-digit activity number(s) and your 5-digit inspection code(s) There is an instruction sheet you can print out and use at [IVR Instruction sheet](#).

#### Can I schedule or cancel an inspection online?

Yes you can schedule or cancel an inspection online. This is done through the [VelocityHall online permit](#) system. Instructions are listed on the [Fees & Instructions](#) page.

#### How do I cancel or re-schedule an inspection?

Call (520) 740-6970 and you will be prompted through the entire process. Once you have successfully gone through the system, you will be given a confirmation number. You must have this number in order to cancel the inspection. If you have difficulty with the system, you may press 0 at any time during the process and during normal business hours a staff person will be able to assist you.

#### What do I need at the time of inspection?

You will need to have a copy of your inspection card and a set of the approved plans on site when your inspector arrives to do the inspection. An adult must be home in order for the inspector to inspect any interior work being done.

#### When I call, how soon will my inspection be?

The inspections are generally made on the next working day after you call and request them. There is a 3:25 p.m. cut off for next day inspections. This means if you call before 3:25 p.m. on Monday the inspection should be on Tuesday. However if you call before 3:25 p.m. on a Saturday or a Sunday the inspection again should be on Tuesday. Weekends and governmental holidays are not considered working days.

#### Do I need a touch-tone phone to use the IVR?

In order to use this system, you need to have a touch-tone telephone. If using an Android or Blackberry phone with keyboard, the numbers will correspond the same as a touchtone phone.

#### Can I leave a message for the inspector?

Yes, you can leave messages for inspectors when you schedule your inspection. Please call (520) 740-6970 and use that menu option.

#### How many inspectors will I have on my project?

Depending on the type of work being performed and the type of building, you may have one or multiple inspectors. For buildings other than houses or duplexes, various inspectors will inspect the different trades. The IVR system will guide you through the steps. Once you become familiar with the system, you can fast track through the menu options. In order to use the system, you need to have your 10-digit activity number(s) and your 5-digit inspection code(s).

#### Please note the following:

Per the Administrative Section of the 2006 IRC section R109.3 and the 2006 IBC section 109.5 "It shall be the duty of the person requesting any inspections required by this code to provide access to and means for inspection of such work". Inspectors do not carry ladders. If a ladder is necessary to perform the inspection, a safe and appropriate ladder must be provided on site.

Staffing and workload permitting, inspections are scheduled one working day after the request is received. Inspections requested after 3:25 PM will be scheduled two working days after the request is received.

Calling in for an inspection does not guarantee an inspection will extend your permit. Construction permits are valid for 180 days and may automatically be renewed for 180 days with each inspection request provided progress has been shown on the project. Planning and Development Services reserves the right to retain the original expiration date if sufficient progress has not been made. We also reserve the right to charge re-inspection fees if the work to be inspected is not ready for inspection or if corrections called for on a previous inspection are not complete. One 180 day extension per permit may be requested in writing.

Re-Inspection fee \$82.50

After hours inspection fee \$82.50 per hr (2 hour minimum)